SOUTH CAROLINA INTERACTIVE

ORIGINAL

STATEMENT OF WORK

CITY OF ABBEVILLE

CONTENT MANAGEMENT SYSTEM

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CONTENT MANAGEMENT SYSTEM

OVERVIEW

This Statement of Work ("SOW") document identifies the responsibilities between the City of Abbeville and South Carolina Interactive, LLC (SCI) as the selected vendor providing Internet Portal services for the State of South Carolina. This document is subordinate to the terms and conditions of the contract between the State of South Carolina and SCI for Enterprise Web Portal and eCommerce Upgrade (Solicitation 04-S6291, "Master Contract"). The Master Contract consists of the following documents which are listed in order of precedence: (1) the document entitled Enterprise Web Portal And eCommerce Upgrade Additional Contract Terms, June 2004, which adds additional terms and conditions, replaces or supplements terms and conditions in the solicitation and eliminates select solicitation terms by agreement, (2) all amendments to the original solicitation in reverse order of issuance, (3) the solicitation as issued by the state of South Carolina Information Technology Management Office, (4) any amendments to SCI's proposal accepted by the Information Technology Management Office, (5) SCI's proposal. In the event of a conflict between the provisions in this document and the foregoing documents, the provisions of the foregoing documents shall control.

This SOW describes the transactions to be facilitated and the services to be provided through SCI for the Content Management System ("CMS") and the responsibilities of the parties for the successful completion of this project.

SUBORDINATE TO SERVICE LEVEL AGREEMENT

This SOW is subordinate to the Service Level Agreement ("Agreement") between the City of Abbeville and SCI signed and dated _____ and is subject to all terms and conditions thereof unless specifically designated as exceptions in this document.

PROJECT PARTICIPANTS

City of Abbeville
P.O. Box 40
Abbeville, SC 29620

Project Sponsor: Nolan Wiggins
City Manager   Phone: (864) 459-2109

Partner's Project Manager: Ashley Ramey   E-Mail: ramey@abbevillecitysc.com
Assistant City Manager   Phone: (864) 459-5017

South Carolina Interactive, LLC
1301 Gervais Street, Suite 710
Columbia, SC 29201

General Manager Jeff McCartney	E-Mail: jeff@portal.sc.gov Phone: (803) 771-0131 x101
Director of Marketing Scott Moore	E-Mail: scott@portal.sc.gov Phone: (803) 771-0131 x110
Project Manager: Carleen Ward	E-Mail: cward@portal.sc.gov Phone: (803) 771-0131 x112]

PURPOSE STATEMENT

The Content Management System (hereafter referred to as CMS) is a web-based system and set of tools that enables content authors to create and edit web pages in a scaleable managed web site without having to know Hypertext Markup Language (HTML).

PARTNER BENEFIT
The City of Abbeville will be able to update their website whenever they would like without having to know HTML and SC.GOV will host it at no cost. The City of Abbeville will consult with SC.GOV in designing a very professional and usable site.

OVERVIEW OF CURRENT PROCESS

CURRENT BUSINESS PROCESS
The City of Abbeville is either managing its website in house or has a contract with an outside company to manage its website. Fees may or may not be associated with the current contract.

LEGAL/STATUTORY/REGULATORY ISSUES (if applicable)
SCI provides a template that is 508 compliant. However, in order to offer the maximum flexibility for website design, the partner could modify the HTML, rendering it non compliant. Therefore, South Carolina Interactive is not responsible for the Partner's website meeting 508 accessibility requirements.

SCOPE STATEMENT

PROJECT OVERVIEW

SCI will provide the City of Abbeville with access to the CMS application to build and maintain its web site. CMS enables the City of Abbeville to rapidly deploy its web site on an easy-to-update platform as well as provide a user-friendly tool for managing the web site. SCI will provide multiple training sessions so that each user can attend a session.

ASSUMPTIONS

o   All users of CMS will register with SCI via single sign-on.
o   All users will attend a training session offered by SCI.
o   The *City of Abbeville* is responsible for the content contained in its website.
o   The *City of Abbeville* is responsible for compliance with 508 accessibility requirements.
o   The site will only be created and/or edited by authorized users in the agency.
o   The *City of Abbeville* has the resources available to build the site.

BUSINESS REQUIREMENTS & FUNCTIONALITY

o   A web-based tool will be provided to the City of Abbeville to facilitate creation, editing, and publishing of state government agency and organization websites.
o   Users will attend an analysis meeting with SC.GOV to discuss the user roles and overall design of their website.
o   Security will be ensured by the creation of a user ID and password through the SCI Single Sign On application.
o   Appropriate permissions will be assigned to users by SCI as directed by the agency or organization.
o   Based on user roles, users may be able to create new channels, create and/or edit the resource gallery, create a new posting, edit an existing posting, move a posting and/or approve and publish a posting.
o   Email notifications will be sent to the user who is next-in-line to approve changes so that it may be published in a timely manner.
o   If a change is declined by the Moderator, the Author will receive a notification that the change was declined, provided the Author registered with an email address.
o   Provided the Author registered with an email address, an acknowledgement will be returned to them when the site changes have been posted.

TECHNICAL DESCRIPTION

o   All web pages shall reside on the portal's internal servers at the CIO Data Center behind firewalls and appropriate security systems.
o   The data provided for this application will be stored using a secured SQL Server Database.
o   Programmatic flow control shall be placed into effect, to prevent users from typing in specific URLs and bypassing normal program operation.

- o Users will be required to access the system using SSL security encryption.
- o Postings will be stored within the SC.GOV Microsoft Content Management System with accompanying indices and lookup information retained within a SQL server database.
- o Users will be maintained within the Portal's Single Sign On application and will be managed using the Microsoft Content Management Site Manager.

ANTICIPATED RISKS

SCI provides a template that is 508 compliant. However, in order to offer the maximum flexibility for website design, the partner could modify the HTML. Therefore, the potential for the City of Abbeville's web site to not meet 508 accessibility requirements exists.

FEES AND SCI COMPENSATION

There are no fees associated with this application.

PRINCIPAL DELIVERABLES, ESTIMATES AND PROJECTIONS

This section describes the principal deliverables required of SCI for completion of the project along with estimates for each task.

Task	Number of Resources	Allocation	Duration (months)	Estimate (months)
Analysis Meeting	2	25%	0.05	0.025
Site and User Setup	2	50%	0.05	0.025
Design Assistance	1	20%	0.25	0.05
Training Prep	1	20%	0.5	0.1
Training	2	75%	0.05	0.0375
Review of Test Site	1	25%	0.05	0.0125
Implementation	1	25%	0.05	0.0125
Project Management	1	10%	1.5	.15
Total Resource Estimate			1.5	.4125

RESPONSIBILITIES OF THE PARTNER

In order to accomplish the tasks outlined in this SOW, SCI will require the City of Abbeville to perform the below items listed in a timely manner. If the City of Abbeville fails to provide any one of these items, the delivery dates for the SCI deliverables may require adjustment. SCI will not be held responsible for delays due to unavailability of data or resources from the City of Abbeville.

o The City of Abbeville will designate a Project Manager with responsibility and authority for review and approval of deliverables under this SOW.
o The City of Abbeville will provide timely authorization for the project and for each approval required during the project.
o The City of Abbeville will assist SCI in resolving any problems that arise both during and after the implementation of this project.
o The City of Abbeville will provide transfer of necessary IT knowledge, environment and business processes to SCI. Verbal walkthroughs and documentation will satisfy this responsibility.
o The City of Abbeville will provide SCI with a list of all of its users, user ID's and user roles.
o The City of Abbeville will attend an analysis meeting with SCI and provide the desired design of the website (graphics, colors, banners, logos, style sheets).
o The City of Abbeville will review and approve all screen display designs and applications prior to implementation.
o The City of Abbeville will have all of its users attend training at SCI.
o The City of Abbeville will sign and return to SCI the Letter of Acceptance before the application is implemented.
o The City of Abbeville will be responsible for its website meeting 508 accessibility.
o The City of Abbeville will be responsible for all content published on its website.

RESPONSIBILITIES OF SOUTH CAROLINA INTERACTIVE *(SCI)*

o SCI will designate a Project Manager to serve as the primary point of contact for the SCI deliverables and who will coordinate completion of the SCI deliverables with the City of Abbeville project team.
o SCI will develop the application as defined in the Scope statement contained herein.
o SCI will provide day-to-day management of the work activities.
o SCI will host periodic team meetings to review the status of project activities against the plan, as required.
o SCI will provide updates to the City of Abbeville Project Manager, as required.
o SCI will assign permissions to users as directed by the City of Abbeville.
o SCI will assist the City of Abbeville with the design of the page (graphics, colors, banners, logos, style sheets).
o SCI will set up a test site with the user roles that the City of Abbeville has defined.
o SCI will provide CMS training to those that enroll in the training session and meet all of the prerequisites.

- SCI will assist with the installation of Site Manager, if needed.
- SCI will perform a high level review of the test site which will consist of a cursory review of general design, accessibility practices and usage of the CMS tool, prior to implementing in production. SCI will also provide feedback to the City of Abbeville in reference to the review.
- SCI will place the application into production and make it available for use by the City of Abbeville after receipt of an executed Letter of Acceptance from the City of Abbeville.
- SCI will move the entire site and the users and user roles into production after the review.

DELIVERY OF FINAL APPLICATION

Following user acceptance testing, the City of Abbeville will be requested by SCI to sign a formal Letter of Acceptance ("Letter"). This Letter must be executed by the Project Sponsor, as previously identified in this SOW and the Letter must be received by SCI's General Manager before the application can be placed into production and made available for use by the City of Abbeville. Once SCI receives the executed Letter from the City of Abbeville, the application will be deemed accepted, placed into the production environment and thus the project will be considered complete and delivered. A copy of the Letter is attached hereto as Exhibit A.

CHANGE PROCESS

The scope of work as specified in this document shall not change except when approved in accordance with the following processes and/or protocols:

PRIOR TO SOFTWARE DELIVERY:

- The SCI and City of Abbeville Project Managers will review any issues that may arise and determine if the resolution will lead to a change in the scope of work, which is defined as a change that will impact cost, schedule or staffing.
- The proposed change is formally documented, including the impact on schedule, cost and staffing.
- The proposed change in the scope of work is reviewed by the SCI and the City of Abbeville Project Managers and taken before the eGovernment Oversight Committee for approval.

Once the change in the scope of work is approved by the eGovernment Oversight Committee, the change becomes an Addendum to the SOW.

AFTER SOFTWARE DELIVERY:

Maintenance: After the application is launched, if maintenance issues arise or reporting an error becomes necessary, the *City of Abbeville* should contact SCI at 803-771-0131. Maintenance includes graphical changes, addition or re-wording of text, or other changes that do not materially change the utility, efficiency, functional capability, or application of the software. All other requested changes will be deemed significant maintenance efforts, requiring the City of Abbeville to submit a written change request to SCI. SCI will then evaluate the request, seek additional information if necessary, and prioritize it in consideration of other ongoing development projects with the approval of the eGovernment Oversight Committee.

Software Modifications and Enhancements: For software modifications or additions that materially change the utility, efficiency, functional capability, or application of the software the City of Abbeville will submit a written change request. SCI will then evaluate the request, seek additional information if necessary, and prioritize it in consideration of other ongoing development projects with the approval of the eGovernment Oversight Committee.

ONGOING MAINTENANCE AND SUPPORT

After the application is delivered, as defined above, SCI will provide support for the proper installation and ongoing general operation of the current release of the application. SCI shall use reasonable efforts to provide troubleshooting to correct alleged errors in the application reported by the City of Abbeville.

SCI will make reasonable efforts to correct any errors or provide a work-around solution. If a work-around is the immediate solution, SCI will make reasonable efforts to provide a final resolution for the error.

Maintenance and Support as described herein does not include software modifications or additions that materially change the utility, efficiency, functional capability, or application of the software.

FUTURE SOFTWARE MODIFICATIONS AND ENHANCEMENTS

At the City of Abbeville's request, SCI may consider developing modifications or additions that materially change the utility, efficiency, functional capability, or application of the software ("Enhancements') at such charge and on such schedule as the parties may mutually agree in writing. Such modifications or additions will be undertaken on a project basis, subject to the review and approval of the eGovernment Oversight Committee.
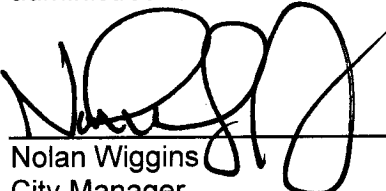
SIGN OFF

I, the undersigned, have the authority to make binding decisions on behalf of my respective agency/department regarding projects in collaboration with SCI.
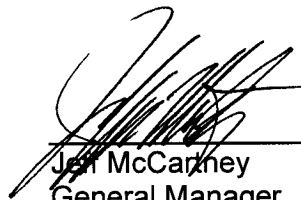
I also have the authority to allocate agency/department resources towards the above-described project.

I have read the above document and understand all the implications thereof. Any future changes to this SOW will be made through a formal written request to SCI.

By signing, I acknowledge that the project described herein has received any required legal reviews and is in compliance with current State of South Carolina statutes and administrative rules.

Nolan Wiggins
City Manager
City of Abbeville

Jeff McCartney
General Manager
South Carolina Interactive, LLC

Date: 9·11·07